

SPLOŠNI POGOJI – DOŽIVETJA NA VELIKI PLANINI

1. TERMIN IN RAZPOLOŽLJIVOST

Doživetja so na voljo ob določenih terminih, ki so objavljeni v spletni trgovini ob posameznem doživetju.

2. CENE IN POPUSTI

Cene posameznih paketov so objavljene v spletni trgovini in vključujejo DDV.

Otroci do dopolnjenega 5. leta starosti imajo ob spremstvu staršev brezplačno doživetje.

Število otrok, ki koristijo brezplačni vstop, je treba ob nakupu navesti med "opombe". Za otroke od 6. do vključno 15. leta starosti se obračunava otroška cena, kjer je to posebej določeno.

4. VKLJUČENO V PAKETE

Vsebina posameznih paketov je podrobno opisana ob vsakem doživetju v spletni trgovini.

5. PRAKTIČNE INFORMACIJE

Pred nakupom je priporočljivo preveriti odprtost posameznih obratov (gostilne, muzej ipd.).

Priporočena je uporaba primerne pohodniške obutve in oblačil, prilagojenih gorskim razmeram.

V primeru slabega vremena ali višje sile si ponudnik pridržuje pravico do spremembe vsebine, urnika ali termina doživetja.

6. ODPIRALNI ČASI

- Odpiralni časi so objavljeni na spletni strani: www.velikaplanina.si
- Za dodatne informacije je v času obratovanja

nihalke na voljo informacijski telefon: 040 251 771

7. POGOJI ODPOVEDI

Odpoved s strani udeleženca:

- V primeru odpovedi več kot 48 ur pred dogovorjenim terminom se vrne celoten znesek, zmanjšan za 10 % administrativnih stroškov.
- V primeru odpovedi manj kot 48 ur pred terminom ali neprihoda na dogovorjeno lokacijo vračilo ni mogoče.

Odpoved s strani organizatorja:

- Če organizator doživetje odpove zaradi slabega vremena, tehničnih razlogov ali višje sile, se udeležencu ponudi nadomestni termina li vračilo celotne kupnine.

8. KONTAKT

Za dodatne informacije in vprašanja je na voljo elektronski naslov: prodaja@velikaplanina.si

9. POGOJI OB NAKUPU

- Nakup doživetij je mogoč izključno preko uradne spletne trgovine: trgovina.velikaplanina.si
- Po zaključenem nakupu kupec prejme elektronsko potrdilo z vsemi informacijami o paketu.
- Doživetje je veljavno izključno za termin, za katerega je bil opravljen nakup. V primeru neprihoda brez predhodnega obvestila ali utemeljenega razloga se potrdilo šteje kot unovčeno.
- V primeru zamude na paket, ki je časovno omejen, je potrebno nemudoma obvestiti organizatorja na info telefon 040 251 771.
- V časovnem paketu, kjer je vključen voden ogled z lokalnim vodnikom, le ta počaka največ 15 minut po predvidenem začetku, nato nadaljuje po urniku.
- Kupljeni paketi so prenosljivi.
- Sprememba termina po potrjenem nakupu je mogoča po predhodnem dogovoru prek e-pošte prodaja@velikaplanina.si, vendar

najkasneje 48 ur pred kupljenim terminom.
- Udeleženec mora upoštevati vsa varnostna in organizacijska navodila. Organizator si pridržuje pravico do zavrnitve udeležbe v primeru neupoštevanja navodil ali motenja izvedbe doživetja.

10. PRAVNO OBVESTILO

- Ponudnik si pridržuje pravico do spremembe vsebin paketov, terminov ter pogojev poslovanja. Vse spremembe bodo objavljene pravočasno, in sicer najmanj 3 dni pred uveljavitvijo, na uradni spletni strani www.velikaplanina.si.
- **Spremembe vsebine paketov:** V primeru spremembe vsebine paketa (npr. odvzem posamezne storitve ali aktivnosti) bo gostu zagotovljena enakovredna nadomestna vsebina ali pa mu bo vrnjena razlika v vrednosti odpovedane vsebine na njegov račun. Če se gost zaradi odpovedane vsebine odloči za preklic celotnega paketa, mu bo povrnjen celoten znesek nakupa.
- **Cene kupljenih paketov:** Cene že kupljenih paketov ostajajo nespremenjene, ne glede na morebitne kasnejše podražitve. To pomeni, da gost, ki je paket že kupil, ne bo doplačeval razlike, četudi bo paket koristil v času, ko bo njegova cena višja.
- **Avtorske pravice:** Vse fotografije, opisi in druge vsebine na spletni strani in v komunikacijskih gradivih so avtorsko zaščitene. Njihova uporaba, reproduciranje ali distribucija brez predhodnega pisnega dovoljenja podjetja Velika planina d.o.o. ni dovoljena.
- **Soglasje s pogoji:** Z nakupom paketa kupec potrjuje, da je seznanjen s

splošnimi pogoji poslovanja in se z njimi v celoti strinja.

Velika planina d.o.o.

Kamniška Bistrica, 1.7.2025

GENERAL TERMS AND CONDITIONS – EXPERIENCES AT VELIKA PLANINA

1. SCHEDULE AND AVAILABILITY

Experiences are available on specific dates published in the online store under each individual experience.

2. PRICES AND DISCOUNTS

The prices of individual packages are published in the online store and include VAT.

Children up to and including the age of 5 may participate free of charge when accompanied by a parent or guardian.

The number of children eligible for free admission must be indicated under "remarks" at the time of purchase.

For children aged 6 to 15 (inclusive), the child rate applies where explicitly stated.

3. INCLUDED IN THE PACKAGES

The content of each package is described in detail under the respective experience in the online store.

4. PRACTICAL INFORMATION

Before purchase, it is recommended to check the opening hours of individual facilities (e.g. inns, museums, etc.).

Appropriate hiking footwear and clothing adapted to mountain conditions is recommended.

In case of bad weather or force majeure, the provider reserves the right to modify the content, schedule, or date of the experience.

5. OPENING HOURS

- Opening hours are published on the official website: www.velikaplanina.si

- For additional information, an information line is available during cable car operating hours: +386 40 251 771

6. CANCELLATION POLICY

Cancellation by the participant:

- If canceled more than 48 hours prior to the scheduled time, a full refund will be issued minus a 10% administrative fee.
- If canceled less than 48 hours before the scheduled time or in case of no-show, no refund will be granted.

Cancellation by the organizer:

- If the organizer cancels the experience due to weather conditions, technical reasons, or force majeure, the participant will be offered an alternative date or a full refund.

7. CONTACT INFORMATION

For additional information or inquiries, please contact us via email:

prodaja@velikaplanina.si

8. PURCHASE CONDITIONS

- Experiences can only be purchased through the official online store: trgovina.velikaplanina.si
- Upon completion of the purchase, the buyer will receive an electronic confirmation containing all relevant package information.
- The experience is valid exclusively for the date for which it was purchased. In case of a no-show without prior notice or justified reason, the confirmation will be considered redeemed.
- In case of delay for a time-limited package, the participant must immediately notify the organizer via the info phone: +386 40 251 771.

- For time-limited packages that include a guided tour by a local guide, the guide will wait no more than 15 minutes after the scheduled start time and will then proceed according to the itinerary.
- Purchased packages are transferable.
- A change of date after the purchase is possible upon prior agreement via email at **prodaja@velikaplanina.si**, but no later than 48 hours before the booked date.
- The participant must follow all safety and organizational instructions. The organizer reserves the right to refuse participation in the event of non-compliance or disruptive behavior.

• **Agreement with the terms and conditions:**

By purchasing a package, the customer confirms that they are familiar with and fully agree with these general terms and conditions.

Velika planina, d.o.o.

Kamniška Bistrica, 1 July 2025

9. LEGAL NOTICE

- The provider reserves the right to modify package contents, schedules, and business terms. All changes will be announced in a timely manner, at least 3 days before taking effect, on the official website:

www.velikaplanina.si.

- **Package content changes:** In the event of a change in package content (e.g. removal of a specific service or activity), the guest will be offered an equivalent substitute or refunded the value of the canceled content. If the guest chooses to cancel the entire package due to the change, a full refund will be issued.

- **Prices of purchased packages:** The prices of already purchased packages remain unchanged regardless of any subsequent price increases. This means that the guest will not pay the price difference, even if the experience is used at a later date when the price is higher.

- **Copyright:** All photographs, descriptions, and other content on the website and in marketing materials are copyright protected. Any use, reproduction, or distribution without prior written permission from Velika planina d.o.o. is strictly prohibited.